



**DEPARTMENT OF THE ARMY**  
**HEADQUARTERS, EIGHTH UNITED STATES ARMY**  
**UNIT #15236**  
**APO AP 96205-0009**

REPLY TO  
ATTENTION OF:

EAGA-EO (600)

**AUG 08 2001**

MEMORANDUM FOR All Eighth United States Army Assigned Soldiers and Civilians

SUBJECT: Eighth United States Army Command Policy Letter # 20 -- Complaint Procedures

1. Purpose. Ensure all service members, family members, DA civilian and Korean National employees have the right to present a complaint without fear of intimidation, reprisal, or harassment.

2. Background. Commanders at all levels will establish, implement, and inform their commands of complaint procedures IAW AR 600-20, chapter 7-9 and appendix E (dated 15 Jul 1999). These procedures will address, in detail, how a member of their command and family members can present a complaint to the chain of command or supporting agency. Complaints ideally should be handled at the lowest level and by the chain of command.

3. Discussion. Any person who believes they have been sexually harassed or discriminated against based on race, color, national origin, gender, religion or perceived homosexuality have the right to present this issue to the chain of command. Personnel may also file complaints about perceived disparate treatment, hostile working environment, gang / extremist activities and offensive language, symbols or gestures.

a. Complaints of discrimination or sexual harassment can be submitted in one of two ways: informally or formally. An informal complaint is any complaint that the individual does not wish to file in writing. In resolving an informal complaint the commander must ensure that the complaint is taken seriously, handled fairly and with sensitivity. Informal complaints may be resolved without the knowledge or direct involvement of the commander. There are no time lines for an informal complaint. However, the complaint must be resolved as quickly as possible.

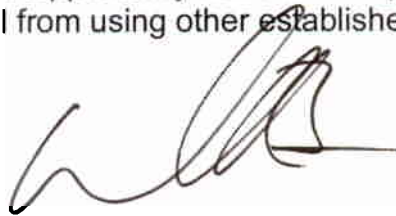
b. A formal complaint is one that a complainant files in writing and swears to the accuracy (sworn statement) of the information. Formal complaints require specific actions, are subject to timelines, and require documentation of the actions taken. A formal EO complaint will be filed using DA Form 7279-R (Equal Opportunity Complaint Form). IAW AR 600-20, military personnel have 60 days to file a formal complaint from the time that the incident happened. However, leaders and commander will not refuse to act on any formal complaint, even if the 60 days have expired, if the allegations are of a

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serious nature such as to negatively impact combat readiness, morale, good order and discipline, health, welfare or the public image of the Army in a significant manner. U.S. civilian employees/applicants must file formal EEO complaints within 15 days using DA Form 2590-R.

4. All complaints ideally should be handled at the lowest level and by the chain of command. There will be times however when an individual may not feel comfortable and submit the complaint directly to the Equal Opportunity Advisor or support agency. Leaders will not preclude or hinder personnel from using other established channels for complaint resolution.

A handwritten signature in dark ink, appearing to read 'D. Zanini', with a stylized, sweeping flourish extending to the right.

DANIEL R. ZANINI  
Lieutenant General, USA  
Commanding